

Solid Fuel Heating



Solid fuel heating

South Shropshire or Meres and Mosses Housing Associations will carry out an annual safety check to your solid fuel installation. This will be carried out by a designated contractor who have been trained in solid fuel servicing procedures.

Our duty as your landlord

We are committed to your safety and we take our responsibilities on solid fuel safety very seriously. We will carry out a full annual safety check.

The full service will include:

- Visual inspection of the entire length of all flues
- Flue flow and spillage test
- Flue clean and sweep
- Throat plate clean
- Check ventilation
- Check the feed and expansion tank in the roof space
- Inspection of your heating system

Tenants duties

- Tenants must inform us of the following:
 - Smoke entering the room where the appliance is situated
 - Carbon monoxide detector going off
 - System making rattling or banging noises
 - System overheating
- Tenants are responsible for allowing access to the solid fuel installation to enable our operatives to carry out the safety check. This will mean that the appliance will need to be not lit for at least 10 hours, to allow the safety check to be carried out
- Tenants must use the appropriate fuel for the appliance
- Tenants are also responsible for cleaning the throat plate on a monthly basis
- Tenants are responsible for carrying out a further chimney sweep six months after the annual safety check
- Flueways at the back of boilers need to be cleaned once a week
- Ash pans should be emptied daily or more regularly as ash builds up
- Door seals and ash pit doors should be checked regularly for a tight fit
- It is the tenant's responsibility to replace ash pans, tools and fire baskets

Failure to give reasonable access to your home to allow us to complete the annual safety check is dangerous for you, your family and your neighbours.

A faulty solid fuel appliance can give off carbon monoxide which might make you feel nauseous and, in high quantities, can kill in minutes.

Carbon Monoxide

This is a tasteless, odourless gas which is the result of the fuel not being burnt properly or flue gasses leaking into the property due to a faulty appliance or blocked flues.

Alarms to detect carbon monoxide have been fitted to all homes with solid fuel appliances. **If the alarm activates, please contact us immediately.** If you don't have an alarm fitted in your home, please contact us and we will arrange for one to be fitted as soon as possible.

What to do if you suspect carbon monoxide is present

- Open doors and windows.
- Allow the fire to burn itself out.
- Do not stay in the room any longer than necessary.
- Do not attempt to re-use the appliance until it has been checked by one of our operatives.

Burning wood and coal

The most common form of wood fuel is logs. These will usually come from local sources and can be bought from a variety of shops and suppliers.

It is important that logs are dry and well seasoned.

Burning wet or unseasoned wood is less efficient and can cause harmful build ups of tars in the flue over a very short period of time.

These build ups can cause chimney fires or blockages preventing the chimney functioning properly. **Removal of tar build up from the flue is the tenants responsibility.** If the flue is not working properly then harmful fumes can escape into your home.

The most efficient way to burn is to set the installation to burn fast after stoking. This will ensure all gases are fully burned. Only set to slow burn when all wood has been reduced to charcoal and ash. If newly added wood is set to burn slowly, then a build up of smoke and tar in the flue will occur. **The installation should not be banked up with logs for overnight burning.**

If you burn logs that have not been seasoned, you should store them undercover, but with a free air circulation for at least a year. Bring the logs into the house a few days before you want to use them and get them as dry as possible. Do not burn any painted or treated wood, these will let off chemicals which are potentially damaging to health and the environment. This also applies to MDF and chipboard.

What is the best type of coal?

People instinctively look to the cheapest product but this is usually not the most cost effective choice. Premium fuels, such as Homefire, have greater heating efficiency than ordinary house coal and therefore produce a stronger fire with a longer burning time. Burning a premium smokeless coal over the course of a year will save you money against burning ordinary house coal. Cheaper coals are far less efficient and can cause heavy soot deposits in the appliance or flue further reducing its efficiency and safety.

Questions and answers

Q How do I know when my solid fuel service is due?

A You will receive a letter advising when our contractor is due to be in your area to carry out the safety checks.

Q What will happen if I don't allow access to complete the service?

A As your landlord, we are bound by the health and safety at work act to ensure your home is safe to live in, and to maintain and service the solid fuel appliances every year. Your tenancy agreement states that you are obliged to allow access for the purpose of inspection, service and repair.

Q What happens if an appliance or flue fails the annual safety check?

A If the appliance belongs to the Association and is your primary source of heating, our contractors will repair or replace the faulty appliance/flue, or investigate the possibility of an alternative form of heating. If the appliance is a secondary form of heating (does not provide the central heating) we will arrange for the appliance to be removed and the fireplace blocked up. If you wish to retain a solid fuel fire as secondary heating, it will be your responsibility to fund any repairs or replacements yourself. You must first apply for permission to do this from the Association. Any work carried out to the appliance/flue must be by a contractor registered with a Competent Persons Scheme and a certificate of compliance provided to the Association.

Q How do I know the engineer is a designated contractor?

A All engineers carry identification cards. If you are in doubt about the identity of the person calling at your home, please call customer services on **0300 303 1190**.

Service standards

We will:

- Provide a minimum of 7 days notice of when our contractor will be in your area to carry out a solid fuel inspection and service.
- Provide a text or telephone reminder 48 hours before the appointment.
- Re-arrange appointments to a mutually agreed time.
- Carry out a random resident satisfaction survey where solid fuel servicing has taken place, analyse the results and feedback our findings to you. We will learn and improve our service from this evaluation.
- Where smoke detectors are present in your home, we will also check these at the same time.



Equal Opportunities statement

We recognise the damage that disadvantage and discrimination can cause. We are committed to equal opportunities and will take positive steps to ensure that you will not be treated less favourably than anyone else in your dealings with us because of race, religion, gender, marital status, sexual orientation, disability, class or age.

Access for all...

This document is also available in:



Large Print



Audio CD



Braille



Other
Languages

Translations available in:



Traduction
disponible



Cyfieithu sydd
ar gael



Tłumaczenie
dostępne



Traduzione
disponibile



перевод

Contact us:

South Shropshire Housing Association

The Gateway, The Auction Yard,
Craven Arms, Shropshire
SY7 9BW

Meres and Mosses Housing Association

Edinburgh House,
New Street, Wem
SY4 5DB

Tel: 0300 303 1190

Email: info@shropshirehousing.org.uk

Social Media:

- /SouthShropHA
- /MeresMossesHA
- @SSMMhousing

www.shropshirehousing.org.uk



We Are Connexus